

Working Title Case Manager		Name	
Position Number	Reports to Position No., Class & Level Manager	Division, Branch/Unit AEMA, Recovery Branch, Community Recovery Supports / GoA Projects, Municipal and First Nations, Residential, Small Business	Ministry Municipal Affairs
Present Class		Requested Class PS3	
Dept. ID	Program Code	Project Code (if applicable)	

PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see Non-Management Job Description Writing Guide [Pages 7-8](#)).

The Alberta Emergency Management Agency (AEMA) is accountable and responsible to the Government of Alberta (GoA), to Albertans, to their communities, and to industry for the protection of people, their property and the environment from the effects of emergency events. Alberta relies on a decentralized “system” for managing the various types of emergency events that occur every year. The AEMA accomplishes its objectives by leading the co-ordination, collaboration and co-operation between all entities involved in prevention, preparedness, response and recovery activities within this diverse system

The Recovery Branch assists private (Small Business and Residential) and public (GoA Projects, and Municipalities and First Nations) entities recover from damage caused by a disaster or emergency event by providing financial assistance/reimbursement via a ministerial announced Disaster Recovery Program (DRP). Each DRP is unique and must be tailored to the nature of the emergency or disaster and number of people impacted. This position manages a caseload for each current DRP; the scope of work includes maintaining and tracking information for applicant files in approved formats, collecting and analyzing documentation, determining client program eligibility, and preparing financial assistance recommendations / requests consistent with relevant legislation, policy, Disaster Assistance Guidelines (DAG), and the Disaster Financial Assistance Agreement (DFAA). The Case Manager serves as the focal contact point for all applicants to respond to queries and provides updates as needed. The position also participates in the preparation of operational reports, conducts research, and prepares official correspondence for management approval.

The incumbent also manages files for the Municipal Wildfire Assistance Program (MWAP), a province wide program intended to help reduce both the risk and loss associated with wildfires and is designed to assist municipalities with extraordinary costs for the suppression of wildfires when they occur.

The Case Manager is assigned to one of our units and can move between units as needed to meet program resource and volume needs:

- GoA Projects
- Municipalities and First Nations
- Residential
- Small Business - commercial enterprises, agri-business, landlords, not for profit organizations, proprietorships and condominium associations.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3-6 activities should be described (see Writing Guide [Pages 9-10](#)).

Manage an assigned caseload of files for DRP financial assistance in accordance with existing policies, guidelines and protocols.

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- Gather and assess client information to determine eligibility by applying existing standards, policies, and guidelines specific to the type of claim
- Ensure documentation is acquired to maximize cost sharing with the federal government
- Research, draft and edit correspondence or Briefing Notes used in the ARTs system following the guidelines and protocols established by the ministry
- Ensure that DRP applications are processed in accordance with program protocols, decisions are documented, and records are properly stored in accordance with policy and program audit guidelines; ensure compliance with privacy and confidentiality regulations and legislation
- Prepare recommendations for various DRP payments to eligible applicants utilizing a file payment directive.
- Develop and prepare payment recommendations in accordance with the Government of Alberta (GoA) and Government of Canada (GoC) eligibility requirements
- Review and analyze complex Government of Alberta (GoA)/Government of Canada (GoC) eligibility requirements for each application; ensure applicant file is in a state of readiness for GoA and GoC audit processes

Provide ongoing customer service to applicants on a timely basis in line with DRP expected outcomes.

- Communicate DRP requirements and processes to applicants at onset of the application
- Serve as the main point of contact for the applicant throughout the processing of their application, acting as a liaison between the applicant and Recovery staff to complete the file (evaluators, call centers, DRP Finance)
- Respond to inquiries and requests regarding the DRP, including interpretation of provincial regulations and policies in a timely manner
- Communicate with external stakeholders to obtain information relevant to completion of the application e.g. insurance companies, NGO's (Outreach workers), Municipalities
- Manage expectations of the applicant while maintaining empathy for their situation
- Engage applicants and peers through various communication mechanisms on an ongoing basis to achieve outcomes and maintain a solution focused environment
- Gather DRP applicant feedback regarding their experience with DRP and provide recommendations on how the applicable processes can be improved
- Research alternate solutions to problems beyond DRP and connect the applicant to alternative programs and resources that may be able to assist with these needs

Participate in continuous improvement and innovation activities to contribute to the optimal administration of Disaster Recovery Programs

- Contribute to the development and distribution of DRP statistics by program for the manager, senior management, and the branch budget coordinator
- Provide input for the update of the Disaster Assistance Guidelines and unit training materials
- Research emergency management best practices and tools in other jurisdictions to develop recommendations for the Alberta Emergency Management Agency's (AEMA's) management to assist with enhancing Alberta's DRP service excellence
- Draft formal documents (AR's) and provide input for communication of issues to the Minister and senior management

Collaborate with Unit and other AEMA colleagues to ensure operational priorities are met.

- Work with stakeholders including evaluators, engineers, and ministry partners to support timely processing of applications and stay abreast of emerging and existing issues
- Coordinate with Evaluation Analysts or other subject-matter experts (e.g. engineers) to ensure appropriate funding eligibility is determined
- Provide and participate in training events for surge resources and stakeholders as required
- Assist, as needed, with the coordination of Disaster Recovery Registration Centres (more so for Small Business and Residential Units), including assisting AEMA Field Officers in the coordination and administration where required, and training of involved municipal staff on DRP (Residential and

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Municipal / First Nations Units)

- Work with Communications and the Public Affairs Bureau to develop key messages for distribution to affected parties (Residential Unit)
- Work closely with the contracted specialists, and other ministry representatives to collect, interpret, analyze and report environmental data and other information pertaining to an event (e.g., Alberta Environment and Parks, Alberta Agriculture and Forestry, Indigenous Affairs and Northern Development Canada, municipalities, and Field Officers)

Provide support to the Provincial Operating Centre as needed.

- This position may be required to work in the Provincial Operations Centre or on field assignment as needed during emergencies in order to coordinate provincial emergency response efforts and/or support/advise/assist government ministries, municipalities, First Nations and/or other organizations. In these circumstances, the position may require working extended and irregular hours and/or shifts with minimal or no notice, particularly during emergencies and exercise.

SCOPE: List specific information that illustrates the challenges, problem solving and creativity requirements and decision making capacity of the position. Also identify the internal or external areas the job impacts (see Writing Guide [Pages 11-12](#)).

The work of the Case Manager in any unit has a direct impact on the effective administration of multiple DRPs and MWAP across Alberta, and the disbursement of funds in accordance with applicable provincial and federal agreements, guidelines, and policies. The Case Manager ensures that all applications are fairly and objectively assessed against relevant existing criteria to ensure integrity and consistency in program administration. The Case Manager makes decisions on eligibility based on existing policies and guidelines, and must also apply a broader understanding of the impact of the work on the overall integrity of DRPs, and how the work contributes to the achievement of the AEMA mission and goals. Judgement is often required as situations are not always clear-cut and straightforward. As the focal point for case-based communications with applicants, the Case Manager has a direct impact on the reputation of the DRP and overall client satisfaction.

Elements of the work vary depending on the unit to which the Case Manager is assigned. For example, in the Residential unit the eligibility criteria are specific (e.g., a certain item is replaced at a set value); however, the complexity of the case can be increased by the emotional circumstances of each case (items are personal possessions).

There are multiple types of Small Businesses, and each case can have unique circumstances. An understanding of corporate business administration is applied as part of the eligibility process (e.g., taxation documents, the Alberta Corporate Registry System, land titles, lease agreements, Statements of Loss and Damage, insurance documents, damage evaluation reports).

In GoA Projects and Municipal / First Nations complexity is increased by the scale, dollar value, and duration of projects (e.g., emergency response by a ministry, construction of a new road). The Case Manager is involved in initial project eligibility and monitors the funding costs for the duration of the projects (e.g., vendor invoices, subject-matter-expert approvals of project milestones); judgement is applied to provide assurance that funds are appropriately spent on eligible applications. Knowledge of the GoA budget process is required to align payments to fiscal quarters and years. Awareness of protocols for working with First Nations communities is also applied in Municipal / First Nations unit. Sustained collaboration and relationships with the specific government departments, municipalities and First Nation communities are required.

KNOWLEDGE, SKILLS & ABILITIES: Include information on required diplomas and degrees along with identifying the most important knowledge factors, including knowledge about practical procedures, administrative, technical or professional techniques, technical, scientific or program related processes, etc. Detail specific training if there is an occupational certification/registration requirement for the position. Specify the type of experience required for the position (see Writing Guide [Pages 12-14](#)).

Knowledge

- Post-secondary degree plus at least 2 years' related work experience or equivalent blend of education

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and experience; experience in grant administration is an asset

- Comprehensive knowledge of the *Emergency Management Act*, Disaster Recovery Regulations, Disaster Assistance Guidelines, and Disaster Financial Assistance Arrangements
- Familiarity with the structure, purpose and process of DRPs
- Knowledge of the structure and organization of the GoA
- Working knowledge of the GoA's financial systems and audit processes
- Knowledge of assessment processes as they relate to various DRPs
- Awareness of GoC audit processes when DRPs access federal funds via the DFAA
- Understanding of generally accepted accounting principles
- Emergency management background is an asset
- Familiarity with commercial insurance, leasing documents, financial statements, incorporation, land titles, and tax forms – Small Business Unit
- Knowledge of the construction industry, municipal/provincial infrastructure, and property assessment – GoA Projects and Municipal / First Nations Units
- Knowledge of procurement processes that are applicable to the GoA and municipalities – GoA Projects and Municipal / First Nations Units
- Cultural awareness regarding First Nations protocols and approaches
- Familiarity with residential insurance, leasing documents, property assessment/ownership and residential construction processes – Residential Unit
- Awareness of privacy and information security concepts and practices
- Familiarity with ARTS
- Understanding of Land Titles, Lease Agreements, Statements of Loss and Damage, insurance documents, damage evaluation reports
- Knowledge of stakeholder support services (e.g. Red Cross, Insurance Board of Canada, Distress Centre)

Skills

- Financial acumen
- Effective time management and stress management coping skills with an ability to analyze and prioritize
- Effective critical thinking skills, including analyzing, fact finding, judgment, and risk assessment
- Strong interpersonal skills working with diverse groups of people, who rely on your expertise
- Experience dealing with people who are emotionally distressed and personally affected by a major emergency or disaster – more so in Residential or Small Business
- Proficiency in MS Word, Excel, PowerPoint, Access, and Outlook, Internet and Intranet
- Proficiency in the use of technology for communication, database management, database queries, analysis, and reporting purposes
- Strong verbal and written communication skills are required to relay information in a timely manner, explain complex issues and to provide interpretation in a variety of formats such as- public relations, report writing, listening, conflict management, meeting skills, networking, relationship building, and teamwork
- Demonstrated attention to detail to ensure accuracy and clarity in estimating and observing correspondence and financial documents
- Project management skills for each individual file which includes strong issues management and problem solving skills
- Ensures high quality of service delivery, effectively assists and follows through on inquiries and concerns from applicant/stakeholders; Actively solicits information regarding underlying needs, providing insights and recommending actions to address these needs
- Strong consulting, negotiation, dispute resolution skills
- Strong records management and reconciliation of hard copy files to an online database.
- Strong relationship building skills are essential in forming a collaborative work environment by demonstrating integrity, respect for others, follow through on commitments
- Sound situational awareness and customer service skills are essential as applicants have experienced

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trauma and devastation. Demonstrating compassion, sound judgement, diplomacy and tact.

- Evaluation skills to apply the DAG and DRP rules, and make rational evidenced-informed decisions regarding eligible funding for DRP applicants

Abilities

- Ability to work in a team environment and independently with minimal supervision
- Ability to set goals and prioritize work to meet tight deadlines. This includes following through on duties, tasks and reporting progress to direct supervisor
- Ability to anticipate, assess, and readily adapt to changing priorities, maintain resilience in times of uncertainty and effectively work in a changing environment
- Ability to objectively assess options and implications to achieve outcomes and solutions
- Experience in leading and participating in formal lessons learned/best practices reviews
- Ability to apply quality control measures, including policy review, analysis, and development
- Contribute to a supportive culture and positive work environment
- Ability to take on the lead role in new initiatives and project teams
- Comfortable or experienced with dealing with highly emotional/distressing situations either on the phone or in person – particularly in the Residential unit
- Ability to travel anywhere in the province as needed, appropriate notice given prior to travel

CONTACTS: Identify the main contacts the position communicates with and the purpose of the communication (See Writing Guide [Pages 14-15](#)).

- Unit Team Lead and Manager – raise awareness to emerging issues of significance; provide case files for final review for completeness and quality assurance; provide rationale for eligibility and funding decisions and recommendations; identify process or procedure improvements
- Fellow Case Managers and Case Manager Assistants – coach Assistants as needed; share information and best practice with other Case Managers to foster consistent and common practices
- Staff in other AEMA units or branches (e.g., Evaluators, Field Officers, DRP finance) – provide subject- matter advice and guidance related to DRPs; liaise regarding specific cases
- Staff in other ministries – provide case management to GoA ministries; share information as needed
- Stakeholder Agencies that support DRPs – share information; seek expert opinions (e.g., engineering reports); contribute to the development of specific programs; support Registration Centres
- DRP applicants (residents, small businesses, municipalities and First Nations representatives, GoA departments) – determine eligibility and recommend financial payments; liaise and provide updates on eligibility review process; respond to queries; explain decisions; service as focal point for communication while the case is open
- Provincial and Municipal Government Officials – respond to queries; provide content to update Officials
- External stakeholders e.g. insurance companies, outreach workers, contractors

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised (see Writing Guide [Page 15](#))

N/A

CHANGES SINCE LAST CLASSIFICATION REVIEW: Identify significant changes, that have impacted the responsibilities assigned to your position since the last review (see Writing Guide [Pages 15-16](#)).

The description of work has shifted to a common description to support Case Managers moving between units to support professional development and resource / program needs. The work of the Case Manager has not significantly changed since the last review.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff MUST be attached (see Writing Guide [Page 17](#)).

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.

Signatures

The signatures below indicate that the incumbent, manager and division director/ADM have read, discussed and agreed that the information accurately reflects the work assigned (see Writing Guide **Page 16**)

Incumbent

Name	Signature	Date

Manager

Name	Signature	Date

Division Director/ADM

Name	Signature	Date